Partnership Agreement

Imperial College London (Imperial) and Imperial College Union (ICU)

Annex Three – HR Service Level Agreement

Recap of Main Partnership Agreement

7.1 The University shall provide the Union with adequate human resource support in order to conduct its activities. This will be on comparable terms with University departments, and include, but is not limited to:

i. Strategic HR advice and support for organisational change
ii. Strategic HR advice and support for organisational development
iii. Operational HR service support for example payroll
iv. Employment contracts for all staff, benefiting from the same terms and conditions as all University staff.
v. Access to training and personal development opportunities

7.2 Where the University acts as the employer for Union staff, the Union will comply with all relevant policies and procedures.

7.3 Further details regarding this can be found in the HR Service Level Agreement (Annex Three).

Annex Three

Colleagues from Imperial HR and ICU shall have a quarterly strategic meeting and a monthly casework meeting, with ad hoc provision as required.

<u>Strategic HR advice and support for organisational change / Strategic HR advice and support for organisational development:</u>

Imperial HR colleagues shall provide a point of contact for enquiries relating to:

- HR Partnering
- Local people strategy/plan alignment
- Organisation change support
- Supporting delivery of HR Partnering team initiatives and projects
- More complex employee relations case management and implementation of organisation change
- Providing HR data insights
- Supporting action plans and initiatives
- Conflict resolution
- Proactive employee relations case management, including:
    - Sickness absence
    - Performance

    - Capability
    - Redeployment
    - Probation
    - Flexible Working
- Generalist HR advice

Operational HR service support

Imperial HR has published Service Level Agreements (SLAs) for all online forms submitted to the HR Staff Hub which can be found at *https://www.imperial.ac.uk/human-resources/about-us/service-level-agreements/slas/.*

Imperial HR has also published SLAs relating to the Temporary Workforce Services Team, which supports the appointment of casual workers: *https://www.imperial.ac.uk/human-resources/about-us/service-level-agreements/temporary-worker-team/.*

Employment contracts for all staff, benefiting from the same terms and conditions as all University staff.

Imperial HR has published SLAs for the Recruitment Hub which are designed to ensure efficient processing times at each key stage of recruitment: *https://www.imperial.ac.uk/human-resources/about-us/service-level-agreements/recruitment-hub/.*

Access to training and personal development opportunities

ICU staff shall have access to the People & Organisational Development Centre, which enables the success and potential of Imperial through the advancement of people.